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## Introduction

This document describes frequently asked questions related to the Cisco Email Submission and Tracking Portal.

## I have submitted incorrectly classified messages to Cisco, but my submissions are not displayed on the portal

Make sure that you have received a notification from the portal containing the details of the submission. After you report an incorrectly classified message to Cisco, it may take up to two hours to receive the notification.

If you have received a notification, wait for a few minutes for the submission to appear on the portal. If you did not receive an email notification within this duration, your submission may have failed. The following are the possible reasons for the failure:

## Registration ID-Related Issues [For AsyncOS 10.0 and Later]

- You have not set the registration ID on your appliance(s). Submissions performed before setting registration ID on the appliances(s) will not be displayed on the portal.  
To set the registration ID on your appliance, log in to your appliance's web interface and click **System Administration > Email Submission and Tracking Portal**. For instructions, see the online help or the User Guide.
- There is a mismatch between the registration ID set on your appliance(s) and the portal. If there is a mismatch, do the following on the portal:
  1. Delete your portal account. Log in to the portal and **Your Username > Delete my account**.  
**Note:** If you delete your account, you will lose your data and configuration.
  1. Register again as an administrator on the portal. Log in to the portal, select **As administrator**, enter the correct Registration ID, and click **Register**.

## Domain Registration-Related Issues

- You have not registered your domain with the portal. You must register your domain with the portal for the submissions to appear on the portal.

To register your domain, do the following:

1. Log in to the portal.
2. Click **Configuration > Domains**.
3. Click **Add new domain**.
4. Enter your organization's domain and click **Add**.

A request to register your domain is sent to *postmaster@your\_domain.com*, where *your\_domain.com* is the domain you entered in this step. An administrator from this domain must review and approve your request.

- Your organization is not using *postmaster@your\_domain.com* or your administrator does not have access to the postmaster mailbox. After adding your domain to the portal, a request to register your domain is sent to *postmaster@your\_domain.com*. An administrator from this domain must review and approve your request.

In this scenario, create a [message filter](#) (on all appliances) to redirect messages from *SubmissionPortal@cisco.com* sent to *postmaster@your\_domain.com* to a different email address.

See the following message filter example:

In this example, any message to *postmaster@domain.com* from *SubmissionPortal@cisco.com* is forwarded to *user@domain.com*.

## Submission Method-Related Issues

- You did not use the recommended methods to submit incorrectly classified messages. The following are the supported methods: Using Cisco Email Security Plug-In Using Cisco Email Submission and Tracking Portal Forwarding Incorrectly Classified Message as an Attachment For more information, please review [How to Submit Email Messages to Cisco](#).
- If you have used one of the following email programs to forward incorrectly classified message as an attachment, these email programs may not forward the message with the required headers intact: Microsoft Outlook 2010 Microsoft Outlook 2013 Microsoft Outlook 2016 for Microsoft Windows  
It is recommended to use the Cisco Email Security Plug-In to submit messages to Cisco. [How to Submit Email Messages to Cisco](#).

- **Note:** [Cisco Email Security Appliance Download Software](#) page.

You will achieve best results using one of the following email programs to forward the message as an attachment:

- Apple Mail
- Microsoft Outlook for Mac

- Microsoft Outlook Web App
- Mozilla Thunderbird

## **Message Size and Format-Related Issues**

- The total size of the messages in a submission is more than 15 MB. Such submissions are likely to fail. Reduce the number of messages you submit as part of a submission and make sure that the total size of the messages in a submission is not more than 15 MB.
- [Only for Submissions using the Portal] The format of the messages in a submission is not EML. Currently, the portal accepts only messages in EML format. Submissions with messages in other formats are likely to fail. Make sure that you convert messages in other formats to EML before creating a submission.
- [Only for Forwarding Message as Attachment] The attachment containing the messages is not RFC 822 Multipurpose Internet Mail Extension (MIME)-encoded. Make sure that the attachment is RFC 822 Multipurpose Internet Mail Extension (MIME)-encoded.